



EMBASSY OF THE UNITED STATES OF AMERICA
Position Vacancy Announcement
ANNOUNCEMENT NO: VA-11-24

OPEN TO: All interested and qualified candidates
Current mission employees serving a probationary period are not eligible to apply.
POSITION: Receptionist/Telephone Operator
OPENING DATE: Wednesday, March 16, 2011
CLOSING DATE: Wednesday, March 30, 2011- max. 4:30 p.m.
WORK HOURS: Full-time; 40 hours/week
SALARY & GRADE: FSN-5

NOTE: ALL ORDINARILY RESIDENT (OR) APPLICANTS MUST HAVE THE REQUIRED WORK PERMITS ALLOWING WORK IN COUNTRY BEFORE APPLYING FOR THIS POSITION.

The U.S. Embassy in Khartoum is seeking a qualified individual for the position of Receptionist/Telephone Operator in the Information Management Office at the U.S Embassy Khartoum Sudan.

1. BASIC FUNCTION OF POSITION:

Serves as a Receptionist/Telephone Operator for the Embassy. Operates the Switchboard using proper phone etiquette. Properly greet and direct visitors while on Reception duty at the Embassy Annex. Maintains accurate logs for billing purposes. Supervised directly by the Information Programs Officer (IPO).

2. MAJOR FUNCTIONS AND RESPONSIBILITIES:

*** Receptionist/Telephone Operator services: 95% of time**

Ensures reception and switchboard services are provided to customers as in accordance with Post's Information Resource Management Office ICASS Service Provider Standards.

--Performs as a Switchboard Operator and Receptionist at Embassy Khartoum as one of a three-person team. On a non-routine basis, originates and/or relays personal and official messages to Mission employees and dependents and LES employees.

--Receives incoming calls from outside and inside the Mission via IVG/Vonage/IDD/local lines/Embassy extensions and transfers them to the appropriate office and/or employees' cell phone, Blackberry, or satellite phone. There are many occasions where the operator has to dialogue with the caller to find out more information when the caller is unsure who they need to speak with.

--Places long distance calls (official/personal) for Embassy employees via the IVG, Vonage, and international direct dial system and connects them with local landline telephones, cell phones, satellite phones, etc. using the Embassy switchboard system.

--Maintains accurate billing records of outgoing official and unofficial telephone calls which are cross-checked with the FMO records.

--At the Annex building, serves as receptionist and receives Embassy visitors and directs them to the proper office or person.

--Trains Mission telephone users how to utilize basic functions of their office phones, such as transferring calls, making conference calls, etc., as required.

--As needed, trains the Tactical Operations Center (TOC) personnel on how to properly receive and place calls and transfers.

--As needed, prepares the time and attendance report and ensure it is completed in a timely manner.

--Receives and distributes mail in the absence of the mailroom employees.

--Travel to the MFA and local post office to pick up and receive documents and mail when the mailroom is short-staffed.

*** Other: 5% of time**

--As needed, prepares the time and attendance report and ensures it is completed in a timely manner.

--Assists with receiving and distributing mail in the absence of the mailroom employees and/or when the mailroom is short-staffed.

--Travels to the MFA and local post office to pick up and receive documents and mail when the mailroom is short-staffed.

--Performs other duties as required.

QUALIFICATIONS REQUIRED:

NOTE: All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

1. **Education:** Completion of Secondary School.

2. **Prior Work Experience:** One year experience in customer service.

3. **Language Proficiency:** (This will be tested)

	Speaking	Reading	Writing
English	Good Working Knowledge	Good Working Knowledge	Good Working Knowled
Arabic	Good Working Knowledge	Good Working Knowledge	Good Working Knowled

4. **Skills:**

- Must speak clearly and concisely in English and Arabic.
- Must be tactful and courteous in carrying out the duties as an operator and receptionist.

SELECTION PROCESS:

- Applicants must be eligible for appointment under local government laws and regulations.
- Management will consider nepotism, conflict of interest, budget, and visa status in determining candidacy.
- Selected candidates must pass a pre-employment medical and security clearance in order to be eligible for hire.
- When fully qualified, U.S. Citizen Eligible Family Members (USEFMs) and U.S. Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA:

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current FSN employees serving less than one year in their current positions are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed US Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.

TO APPLY:

Interested individuals for this position should submit the following or the application will not be considered:

1. DS-174, Application for Employment for LES and Eligible Family Members. This form and all information about the positions and application procedures are available at the U.S. Embassy website http://sudan.usembassy.gov/job_opportunities.html, "Job Opportunities".
2. ONLY Application Form DS-174 will be accepted. DO NOT attach any additional documents. Applications submitted on any other form or with attachments will NOT be considered.
3. Completed applications must be received on or before the closing date. Applications received after the closing date will not be considered.
4. Applications may be submitted through:
 - E-mail: KhartoumHRAApplications@state.gov. Submission of applications via e-mail must include the "Vacancy Number" and "Position Title" on the subject line).

OR

- Application may be delivered to U.S Embassy, Kilo 10 Suba, Khartoum - Sudan. Application box outside Consular Entrance.
5. Candidates who claim US Veterans preference must provide a copy of their Form DD-214 with their application.

POINT OF CONTACT:

Human Resources Office
U.S. Embassy, Khartoum
Telephone: 249-1-870-22000 Ext. 2613

DEFINITIONS:

1. US Citizen Eligible Family Member (USEFM) - For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- US Citizen; and,
- EFM (see above) at least 18 years old; and,

- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
 1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
 2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

2. EFM: An individual related to a US Government employee in one of the following ways:

- Spouse;
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

3. Member of Household (MOH) - An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, and other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a US Citizen.

4. Not Ordinarily Resident (NOR) - An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (OR, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a US Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

5. Ordinarily Resident (OR) - A Foreign National or US citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.
- EFMs without US Social Security Numbers are also OR.

All OR employees, including US citizens, are compensated in accordance with the LCP.

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The US Mission in Sudan is an Equal Opportunity Employer. Candidates will receive consideration without regard to race, color, religion, sex, national origin, disability, age, or sexual orientation.

The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.